

大家说英语——新流行英语口语系列

◆ 举一反三 ◆ 循序渐进 ◆ 即学即用 ◆ 通俗详尽

(第二版)

# 商务英语 口语

张晓燕 张 萍 主编  
[美] Martinson 审订



Spoken English Topics of Business

- 营造身临其境的交流氛围
- 突破语言习惯的思维禁锢
- 搭建起流利口语必备的知识框架
- 提供交流场景中可能用到的多种经典句型
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全面，即学即用；随地练习，自在表达



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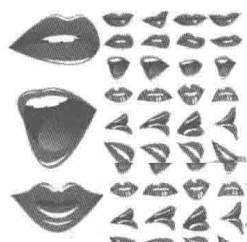
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# PREFACE

## 前言

21 世纪中国已真正国际化，生存、机遇、挑战和竞争给人们带来了前所未有的危机感。随着中国与世界的接轨，在多元文化的共处与交际中，能说一口流利的英语对于当今人们的求职、工作、发展是相当重要的。然而，口语有自己独特的语言规律和语法规则，只有遵循其独特的规律、规则，才能以一口原汁原味的英语去实现良好的沟通。为了帮助广大英语爱好者更好地学习和提高自身的英语口语水平，我们精心编写了这套《大家说英语——新流行英语口语系列》丛书。

从整体上，《大家说英语——新流行英语口语系列》丛书具有如下特点：

**语言地道** 本套丛书所采用的对话和句子都尽量保持原装口语的习惯和语气口吻，让广大读者听起来身临其境，学起来朗朗上口。

**举一反三** 本套丛书中的替换句型中采用的都是在相关内容中使用频率高，适用范围广的范句，让读者学起来举一反三，随心所欲换句子，秀口语。

**实用性强** 本套丛书中的对话内容涉及面非常广泛，包含了旅游、娱乐休闲、交际、情景、商务等社会生活和工作的各个方面。不论您是在职人员还是在校学生，或者是居家人士，只要您有学习英语口语的热情，这套丛书就能提供给您需要的资料。

**简单易学** 本套丛书中的模拟会话所选用的对话，通俗易懂，能更好地供读者进行模仿练习，每段英文会话后面都带有相应的中文翻译，而且在会话最后还有从对话中选取出来的生僻词汇，为广大读者扫除学习障碍。

《大家说英语——新流行英语口语系列 商务英语口语》一书主要收录以下八个部分：人力资源部、外出事务、电话交际、公司会议、商贸活动、营销话题、商务拓展、商务交际。书中所涉及的内容几乎涵盖了与我们日常活动息息相关的全部内容，旨在构建一个轻松、实用的讲、练、学平台，全新开发大家的语言潜力，让广大的英语爱好者真正体会开开心心学口语的轻松快乐。

我们衷心地希望通过对本套丛书的学习，能够帮助广大英语爱好者提高自己的英语水平和口语能力，实现自己流畅说英语的梦想。

参加本套丛书编写的还有：赵娜、汪华、李铁红、高鹏、郝显纯、王德军、王芳、卢明、涂振旗、任明星、高晓琼、江海波、张一平等同志以及在国内外的朋友 Mary Wan、Tom Hung 等。在此一并表示衷心的感谢。

由于作者水平和时间有限，书中不足之处在所难免，敬请专家、读者给予指正。

编 者



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## Part 1 Human Resources Department

### 人力资源部

#### ※ Unit One Employment 招聘员工

#### Simulation Conversation 模拟会话

##### ◇ Conversation 1

- A: I wish our competition would quit poaching our people! When Susan resigned last week to work for Sunburst, she was our fourth employee to leave us for them!
- B: Have you ever considered that perhaps we have a morale problem among our employees? If everyone is discontent with their work, of course they won't stick around.
- A: Well, those who do leave will soon find out the grass isn't as green on the other side of the fence as they thought it was. I know Sunburst is suffering from inbreeding.
- B: Inbreeding is a big drawback from snitching most of their employees from only one or two companies.
- A: With Susan leaving, we should probably look to take someone new on board.
- B: Our human resources department is working on it. It's not easy to recruit new employees every few months! It's hard to find qualified people.
- A: Maybe we should start shopping around the competitor's people!
- A: 我希望我们之间的竞争能使我们的员工不再被挖走! 苏珊上周辞职去旭阳公司工作, 她是第四个离开我们去为他们工作的员工。
- B: 你想过没有, 也许我们的员工中存在着士气问题。如果大家对自己的工作都不满意, 他们当然不会留在这里。
- A: 可是那些离开的人很快就会发现那边的情况并不像他们想的那样好。我知道旭阳公司现在经受着近亲繁殖之苦。
- B: 近亲繁殖是公司发展的一大障碍, 这是因为他们的大多数员工都是从一个或两个公司偷挖去的。
- A: 由于苏珊离开了, 我们可能还需要找新人来接替工作。
- B: 我们人力资源部门正在做这件事。每隔几个月就招聘新员工可不是件容易的事, 要找称职的就更难。
- A: 或许我们应该开始好好物色一下竞争对手的员工了。

##### ◇ Conversation 2

- A: Hi, Mr. Wang. I've got a report from Production Department and Sales Department. They hope to recruit some new members. I'd like to listen to you. You work in Human

Resources Department and have the last say.

B: Oh, yeah. They also talked with me about the problem. Now our production and management are going well and there exists a big demand for our products. We shall recruit new staff if we want to enlarge our production. However, new staff means more expenses. We have to carefully consider the time, number, and especially quality in recruiting new staff.

A: Sounds reasonable, any good suggestions about that?

B: Well, I think all departments should put forward plans and criteria for recruiting new staff according to their actual needs. Our department will collect all the plans and then make a decision at the managers meeting according to the whole situation.

A: Good. Please assign the task to all departments. And we will discuss it at the meeting next Wednesday.

B: All right. I will do immediately.

A: 你好, 王先生。生产部门和销售部门已向我提交报告, 希望近期招聘几名新员工。我想听听你们人力资源部的意见。

B: 这两个部门也向我说起过人员招聘问题。目前, 我们公司的生产经营状况很好, 而且据说市场对我们的产品需求量大, 如果我们要扩大生产规模, 就必须招聘新员工。但是, 增加人员意味着增加经费支出, 因此, 我们必须认真考虑招聘人员的时机、数量, 特别是要注重招聘新员工的质量。

A: 有道理。在这方面你有什么好的建议?

B: 我认为, 各部门应从本部门工作的实际需要出发, 提出招聘新员工的计划和标准, 人力资源部汇总后, 由经理办公会根据公司的整体生产经营情况决定。

A: 很好。那么就请你给各部门布置这项工作。下星期三我们开会讨论这个问题。

B: 好的。我这就去办。

### ◇ Conversation 3

A: Alice gave me her letter of resignation yesterday. It came as a bit of a surprise. We'll need to fill her position.

B: Oh, no. My workload will double! When will she leave our company?

A: She plans to stay until the end of the month to complete her project.

B: So she gave two weeks. That gives us time to hire and train a replacement.

A: No one will get stuck with more work if we quickly find a replacement! Now, help me outline the requirements for a job ad.

B: Ok. Anyway we will require a four-year degree, preferably Business Administration with a good command of English.

A: Also with experience. We'll require three year's experience working in a foreign trade company. What else would you suggest?

B: I think the person should be flexible, creative, organized and able to work in a team atmosphere.

A: Now we have a list of job requirements and duties...What about the salary range?

B: The salary is fifteen to twenty-five thousand dollars a month, depending on experience.

A: Wow, the salary is very attractive. Now, let's go and type up this job ad.

A: 艾丽斯昨天向我递交了辞职报告。这件事来得有点突然。我们得找人替补她。

B: 糟了, 我的工作量又会增加了! 她什么时候离开公司?

A: 她计划待到这个月底, 完成她的项目再走。

B: 所以她给我们留了两周时间。我们还有些时间去招聘及培训新人。

A: 如果我们能尽快找到替补人选, 工作量就不会增加。现在帮我想想这个招聘广告里都要写哪些条件吧。

B: 好的。总之, 我们需要四年制本科学历, 最好是企业管理专业并且英语水平高的人。

A: 还要有工作经验。我们要求在外贸公司有三年工作经验。你还有什么建议?

B: 我认为求职者必须灵活、有创造力、有条理性, 并且能在团队氛围下工作。

A: 我们现在列出了工作所需的条件和职责……工资范围是多少?

B: 根据工作经验不同, 月薪在 15000~25000 美元不等。

A: 哇, 这个薪水很有吸引力。现在我们去把招聘广告打印出来吧。

#### ◇ Conversation 4

A: I need a good replacement. I don't want to give Craig more work.

B: Here are more resumes and cover letters for you. They were faxed in over the weekend.

A: Good. And we should get more today.

B: Any decent candidates?

A: Not yet. I want someone experienced in our industry.

B: Remember, it's company policy to interview every qualified applicant.

A: We only have a few. That shouldn't be a problem.

B: Here are the responses we received by e-mail from our internet ads on Saturday.

A: There must be thirty!

B: Forty-three, actually.

A: I'd better get on the phone and start setting up interviews.

B: Remember interview every qualified applicant.

A: Oh, and there are responses from Sunday-another sixty. Internet job ads sure are effective!

B: One hundred resumes? I'll be here all day, and I'll be interviewing for a month.

A: Anything to keep from giving me extra work, right?

B: Wrong! Here. Screen these hundred applications for me by the end of the day!

A: 我需要一个替补人选, 我不想给克勒格增加太多工作。

B: 这里还有一些简历及求职信, 都是周末传真过来的。

A: 很好, 今天应该还会收到更多吧。

B: 有不错的人选吗?

A: 还没有。我想找在这个领域有工作经验的人。

B: 记住, 公司政策规定要对每个合格的应征者进行面试。

A: 合格的人选有一些, 但那应该不成问题。

B: 这些是我们星期六刊登在网上的招聘广告所收到的应聘邮件。

A: 一定有 30 封了吧!

B: 实际上有 43 封。

A: 我最好赶快开始打电话安排面试。

B: 记住要对每个合格的应征者进行面试。

A: 哦, 这些是星期日所收到的回复——60 封。网上招聘广告还真的很有效!

B: 100 份简历? 我看我得整天待在这儿, 面试一个月了。

A: 这些都是为了让我不要有额外的工作, 对吧?

B: 错! 把这些拿去, 今天下班前帮我筛选 100 份简历!

### ◇ Conversation 5

A: Good morning, Miss Lin.

B: Good morning. Please sit down.

A: I've received your letter, Miss Lin.

B: Good. What types of work are you looking for?

A: Just the work of a junior clerk or secretary.

B: Why do you want to work in our company?

A: I think this is a good place for me to use what I have learned in the university and also practice my English in my work.

B: How long have you been studying English?

A: For ten years.

B: Have you finished college?

A: Yes, I have.

B: Well, would you read aloud this paragraph in me newspaper in English?

A: Yes, Miss Lin. (Miss Wang reads.)

B: Your pronunciation is very good.

A: Thank you.

B: Can you use a computer?

A: Yes, I often operate a word processor. I'm not too skillful, but I think I can learn it quickly.

B: Will you show me?

A: Yes, Miss Lin. (Miss Wang works on the computer.)

B: OK. Typing is not too bad. There are not too many mistakes.

A: I'm out of practice, Miss Lin.

B: A little practice will put you in shape.

A: I think so. Do you think you could employ me, Miss Lin?

B: Yes. What salary do you expect per month?

A: As you see fit, Miss Lin.

B: We'll start you off at 1000 yuan RMB a month, and after three months, we'll give you 1500 yuan RMB.

A: 早上好, 林小姐。

B: 早上好, 请坐。

A: 我已收到了您的来信, 林小姐。

B: 太好了, 你想找一份什么样的工作呢?

A: 我想找一份初级文秘的工作。

B: 你为什么想来我们公司工作呢?

A: 我想这里能够使我充分运用我在大学里学到的东西, 并在工作中实践我的英语。

B: 你学英语多长时间了?

A: 有十年了。

B: 你读完大学了吗?

A: 是的。

B: 好吧, 你大声读一下这个报纸上用英语写的这一段文字好吗?

A: 是的, 林小姐。(王小姐读)

B: 你的发音非常好。

A: 谢谢你。

B: 你会使用电脑吗?

A: 是的, 我经常使用文字处理系统。不是很熟练, 但我可以很快学会的。

B: 可以让我看看吗?

A: 是的, 林小姐。(王小姐在操作电脑)

B: 好的, 打字速度不慢, 也没有太多的错误。

A: 我好久没练习了, 林小姐。

B: 练习一下就会很熟练的。

A: 我想是这样的, 您认为你们能录取我吗?

B: 是的, 你希望每月得到多少工资呢?

A: 您看多少合适呢, 林小姐?

B: 我们开始每月给你 1000 元, 三个月后每月 1500 元。

## ※ Unit Two Job Interviews 求职面试

### Simulation Conversation 模拟会话

#### ◇ Conversation 1

A: Why do you apply for the position?

B: I learned from your ad that you will provide on-the-job training for new employees. This is just what I need, because I'm recent college graduate. I have the necessary knowledge and skills but lack experience.

A: What do you hope to become?

B: I want to prove my true value in the electronic industry, and hopefully in the near future I would be promoted to a higher position.

A: Well, thank you for coming. We'll let you know the result as soon as possible.

A: 你为什么申请这个职位?

B: 我从你们的广告上得知, 你们为新雇员提供在职培训。这正是我需要的。因为我刚从大学毕业, 我有知识和技能, 但缺乏经验。

A: 你希望今后达到什么目标?

B: 我想在电子工业方面证明我真正的价值, 并希望在短期内得到提升。

A: 好了, 谢谢你前来应聘。我们会尽快给你答复。

#### ◇ Conversation 2

A: Good morning, Mr. White. I am Zhang Yan coming for an interview.

B: Nice to meet you. Take a seat, please.

A: Thank you.

B: We have been looking over your application. I see you have got several years experience in secretarial work. What kind of work did you do in your previous job?

A: I mainly did typing, filing, answering telephone calls and such routine work in the beginning. I started the job as a junior secretary, but within the year I was promoted to senior secretary and I drafted business correspondence for the general manager.

B: Tell me three qualities your coworkers would use to describe you and your work style.

A: Firstly, they say I am very punctual. Secondly, they think I am a cheerful person to work with. I always try to have a positive attitude about work. And thirdly, they believe I am flexible and efficient.

B: Tell me something about your education.

A: In 2000, I was admitted into Dalian Institute of Foreign Languages. I specialized in English Secretarial Studies.

B: Thank you for coming. I'll let you know as soon as we've made a decision.

A: 早上好, 怀特先生。我叫张燕, 是来面试的。

B: 很高兴见到你。请坐。

A: 谢谢。

B: 我们已经仔细看过你的申请表了, 我知道你已经有几年的文秘工作经验。你以前的工作具体做什么?

A: 开始主要是打字、文件归档、回电话等日常工作。刚开始工作时我是初级秘书, 不过在一年内我被提升为高级秘书, 为总经理起草商业信件。

B: 说说你的同事评价你的为人以及工作方式的三个方面。

A: 首先, 他们说我是一个非常守时的人。其次, 他们认为和我一起工作很愉快, 我总是努力以积极的态度来工作。再次, 我工作灵活而且高效。

B: 说说你所受的教育吧。

A: 我于 2000 年被大连外国语学院录取, 专业是英语秘书学。

B: 非常感谢你参加我们的面试。我们做出决定会立刻通知你。

### ◇ Conversation 3

A: Good morning. My name is Wang Yang. I'm interested in the post of assistant accountant you advertised in yesterday's Evening Paper, and I want to apply for the position.

B: Oh, yes, we do have such an advertisement. And I'm glad that you are interested in the job. Now, would you begin by telling me something about yourself? What are your major courses in the university?

A: The main courses include Western Economics, Foreign Trade, Marketing, Financial Management, Accounting and Principles of Accounting.

B: Have you had any courses on computer?

A: Yes, I have. I've learned Computer Application. I can compile computer program myself.

B: Have you ever been involved in the accounting work?

A: Yes, I have. I was employed by the university after my graduation and I've been working at the financial section of the university ever since.



B: What about your English? Can you deal with bookkeeping and accounting in English with ease?

A: Well, I don't think there will be any problem. I passed the English Proficiency Test, Band Six.

A: 上午好。我叫王阳。我看了你们登在昨天晚报上的招聘广告,我对助理会计这个职位很感兴趣,并且希望申请这个职位。

B: 啊,是的,我们的确登了这样的广告。我很高兴你对这份工作感兴趣。现在,请你先谈谈自己的情况好吗?你在大学主修什么课程?

A: 主要课程包括西方经济学、对外贸易、市场营销、财务管理、会计学 and 会计学原理等。

B: 你学过计算机课程吗?

A: 学过。我学了计算机应用。我还能编一些计算机程序。

B: 你做过会计工作吗?

A: 是的。我毕业后一直在本校财务处工作。

B: 你的英语怎么样?你能毫无困难地用英语做簿记和会计工作吗?

A: 嗯,我想没问题。我通过了英语六级水平考试。

#### ◇ Conversation 4

A: What do you want from the job?

B: I'd like to make good use of my specialty, taste success, and improve myself.

A: What salary would you expect?

B: The salary was three thousand Yuan per month when I was doing a part-time job. I am not familiar with your company's paying system. But I believe that your company will offer me a competitive salary.

A: Could you accept that you should often make business trips?

B: Yes, I could. I am young and single so I can go on trips as requested.

A: How long would you like to work for our company, if we decided to employ you?

B: I'm hunting for a long-term job, not only because I prefer this job, but also because I want to acquire new knowledge and skills in this area.

A: When could you begin this job if we employ you?

B: I'll defend my thesis in late May so I can set to work in June.

A: Do you have some questions to ask?

B: Yes. Would you like to introduce the culture of your company?

A: The key spirit is teamwork and creation, any other questions?

B: I'd like to know if there is training for the new staff in your company. Besides, I want to know if your company can settle the registered permanent residence and "Three-insurances and One-Fund" for the students who are from other cities.

A: Certainly. We will give strict training to the new employees. With regard to "Three-insurances and One Fund", you just take it easy. Our company will settle that.

B: I have no question. Thanks.

A: 您希望从工作中得到什么?

B: 我希望在工作中发挥特长,品味成功,并不断提高个人水平。

A: 您的期望薪水是多少?

- B: 我做兼职时月薪是 3000 元。我对贵公司的薪酬制度不熟悉, 相信贵公司会提供富有竞争力的薪水。
- A: 可能需要您经常出差, 这一点您能接受吗?
- B: 可以接受, 我年轻力壮, 又没有结婚, 出差没有问题。
- A: 如果我们决定录用你, 您会在这儿工作多长时间?
- B: 我很中意这个职位, 想在这个领域学习新知识和新技能, 所以我很想找一份长期的工作。
- A: 如果我们雇用你的话, 你什么时候能来上班?
- B: 5 月下旬我们要进行论文答辩, 6 月份我就可以正式上班。
- A: 你有什么问题要问吗?
- B: 是的, 你能否为我介绍一下贵公司的企业文化?
- A: 在我们公司最重要的就是团队精神和创造精神。还有问题吗?
- B: 我想知道贵公司对新员工有没有职业培训。另外, 我还想知道, 贵公司能否为外地生源办理户口和“三险一金”问题。
- A: 有, 我们会对新录用员工进行严格培训。至于户口和“三险一金”问题, 您不用担心, 公司完全能够办理。
- B: 我没有别的问题了, 谢谢。

### ◇ Conversation 5

- A: Excuse me, may I see Mr. Liu, the manager?
- B: It's me. What can I do for you?
- A: Good morning, Mr. Liu. I'm Wang Qiang and have come at your invitation for an interview.
- B: Glad to meet you. We need an experienced foreign exchange settlement clerk. That's why I choose you as one of our candidates. Do you like to deal with math?
- A: Yes, I liked math in school.
- B: We are more interested in finding someone who is alert and quick at figures. Do you like meeting the public?
- A: Yes, I enjoy working with people.
- B: We have very pleasant working conditions and I think we have a fine staff to work with. You would be assigned an experienced employee to help you. He would be responsible for training you.
- A: About how long would it take to become a settlement clerk?
- B: It depends. Some become a good settlement clerk within three months. It takes as long as one year for some to become good at it. Ability in speaking and understanding English is very important. Are you good at English conversations?
- A: Yes, I am fairly fluent in spoken English. I had an American teacher, and we often talk together. Would I be using English every day in this job?
- B: Yes, many of our customers are Americans, so you would be speaking English with most of them. Do you know anything about various kinds of fund and current accounts?
- A: Yes, certainly.
- B: Where are you working now?

A: I'm working at Construction Bank of China, Dalian Branch.

B: What is your responsibility there?

A: I'm responsible for foreign exchange settlement.

B: How long have you been engaged in this kind of work?

A: I've been engaged in this kind of work ever since I graduated from the university in 2005.

B: But why do you want to leave your present job?

A: There are several reasons. First of all, I'm desirous of working with your bank. Secondly, your branch is a newly-established branch in Tianjin. I think I'll be given more responsibilities in a new establishment. Last, frankly speaking, I wish to get a higher salary.

B: That's a good answer. I appreciate your being frank.

A: I'm glad to hear that.

B: Well, we'll keep in touch with you. I appreciate your interest in the job.

A: It has been a pleasant talking with you, Mr. Liu. Thank you.

B: Goodbye. Mr. Wang.

A: Goodbye.

A: 打扰一下，我可以见经理刘先生吗？

B: 是我。我能为你做些什么？

A: 早上好，刘先生。我叫王强，是应您的邀请来面试的。

B: 见到你很高兴。我们需要一位有经验的外汇结算员，所以我才挑选你作为候选人之一。你喜欢和数字打交道吗？

A: 是的，我上学时喜欢数学。

B: 我们比较注重的是找个对数字反应快的人。你喜欢公共场合吗？

A: 喜欢，我喜欢和大家一起工作。

B: 我们有非常舒适的工作环境，而且我想我们也有很好的同事与你一起共事，我们会派一个有经验的人来帮你，负责培训你。

A: 大概要多久才能成为一名结算员？

B: 那要视个人的情况而定。有些人在三个月之内就能成为优秀的结算员。而有些需要一年。英文的听说能力很重要。你英文对话流利吗？

A: 是的，我英语口语相当流利。我有过一位美籍教师，我们常常在一起谈话。做这个工作每天都要讲英语吗？

B: 是的，我们很多顾客都是美国人，所以你要同大多数顾客说英语，你知道各种和储金以及活期账户有关的东西吗？

A: 当然知道。

B: 你现在在哪里工作？

A: 我在中国建设银行大连分行工作。

B: 你在那里的职责是什么？

A: 我负责外汇结算。

B: 你从事这项工作已经多长时间了？

A: 我自从 2005 年毕业后就一直从事这项工作。

B: 不过，你为什么要放弃目前的工作呢？

A: 有好几个原因：首先，我想为贵银行工作。其次，贵银行是在天津新设立的分行，